

**CONSUMER GRIEVANCE REDRESSAL FORUM  
KERALA STATE ELECTRICITY BOARD LTD- SOUTHERN REGION  
VYDYUTHI BHAVANAM, KOTTARAKKARA**

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Present: 1. Smt.Laila.N.G,Deputy Chief Engineer, Chairperson  
2. Sri. Sanjeev Koshy,Executive Engineer, Member II  
3. Sri.C.K.Harikumar,Advocate,Member III

Monday24<sup>th</sup> June,2024

**OP No.21/2024**

Between

Petitioner: Sri. Mohammed Haneef,  
Haleema Bhavan, Pada - North,  
Karunagappally- PIN-690518.

And

Respondents : (1) The Assistant Executive Engineer  
Electrical Sub Division, Oachira.

(2) The Assistant Engineer,  
Electrical Section, Karunagappally North

**ORDER**

**1. Grievance of the petitioner**

The petitioner is single phase Domestic consumer of Electrical Section Karunagappally North with consumer number 114569909975. Now he is aggrieved by a short assessment bill of Rs.4588/- by citing the faultiness of the meter during the period from 08/22 to 10/2022. The petitioner argued that his house remained closed during the aforesaid period as he was at Trivandrum for the knee Replacement Surgery of his wife Mrs Naseema. Afterwads for about 6 months frequently, they were staying at Trivandrum along with his son for periodic checkups. So the consumption is low during the above said period. Therefore the petitioner prays the Forums to set aside the short assessment bill of Rs.4588/- .

## **2. Version of the respondent**

The petitioner is having an electric connection bearing consumer number 1145699009975 in LT IA tariff under Electrical Section Karunagappally North. He is a bi-monthly consumer having a consumption in the range of 450-500 units. During the period from 19/06/2022 to 04/11/2022 the meter is seen as faulty and low consumption is recorded on 4/11/2022. Hence meter was changed and consumption recorded as 194 units for 46 days. Hence it is clear that low consumption is due to the meter faulty during the aforesaid period. Based on the above observation RAO wing suggested for issuing short assessment bill for two billing Cycles ie, 8/2022 to 10/2022 to the petitioner. Accordingly, a short assessment bill amounting to Rs.4588/- was served to the petitioner. Regarding the petitioner's absence in the premises, the petitioner was absent in 43 days. Out of 43 days, 10 days of absent accounted for the monthly reading of 04/2022. Remaining 33 days of absent accounted for the monthly reading 06/2022. After 19/02/2022, meter reading taken on 19/06/22 and the consumer consumed the energy for 77 days, but the consumption was only 87 units. This observation was made by considering the absent period mentioned by the complainant. Therefore in the light of above facts, the licensee prays the Forum to dismiss the petition.

## **3 Analysis and Findings**

The hearing of the case was conducted on 28/05/2024. The petitioner was absent, and licensee were present on that hearing. Considering the inconvenience of petitioner Forum afforded another opportunity to hear the grievance of the petitioner on 14/06/2024. But he was absent on that sitting also. On examining petition, the arguments filed by the petitioner, the statement of facts of the respondent, perusing the documents attached and considering all the facts and circumstances of the case, the Forum comes to the following findings and conclusion leading to the decision thereof.

On going through the records, it can be seen that the respondent has issued bimonthly bills based on the recorded consumption and the petitioner remitted the same without any fail. It is to be noted that respondent has detected that the meter was faulty for the period from 19/06/2022 to 04/11/2022, and a lesser consumption was recorded during the period. Therefore the bill during the period are undercharged. In order to compensate the revenue loss during the aforesaid period, the licensee has made short assessment for 2 billing cycle that is liable for 08/2022 to 10/2022. Therefore in the subject case licensee is empowered by clause 134 (1) of Kerala State Electricity Supply Code, 2014 to recover from the consumer, the amount undercharged by issuing bills. Hence the bill issued to the consumer is in order.

The Forum also observed that the billing procedure carried by the licensee is in consistent with the **Regulation 125 (1) of Kerala Electricity Supply Code 2014, which states that “ In the case of defective or damaged meter , the consumer shall be billed on the basis of average consumption of the past three billing cycles immediately preceding the meter being found or reported defective”**. In accordance with the above regulation, average consumption from October 21 to February 2022 was taken for revising the demand of 08/2022 to 10/2022. Hence the Forum is of the view that short assessment served by the licensee is sustainable. The Forum also dismissed the contention of the petitioner that he was not in the premises

The fact whether the petitioner is not in the premise or not is not able to establish. The petitioner could not produce any document to support the argument .In addition to this, the meter was faulty for about 9 months but short assessment made for only four months. Therefore forum dismissed the petition.

**DECISION**

- (1) *The petitioner is liable to remit the short assessment bill of Rs.4588/- for the meter faulty period of 08/2022 to 10/2022*
2. No order as to cost.

If the petitioner is not satisfied with the above order of this Forum, he is at liberty to prefer appeal before the Electricity Ombudsman within 30 days from the date of receipt of this order.

The address of the Electricity Ombudsman is furnished below.

'The State Electricity Ombudsman, D.H & Foreshore Road Junction, Near Gandhi Square, Ernakulam, Kerala - 682 016. Phone: 0484 2346488'.

*Sd/-*

C .K.HARIKUMAR  
ADVOCATE  
MEMBER III

*Sd/-*

SANJEEV KOSHY  
EXECUTIVE ENGINEER  
MEMBER II

*Sd/-*

LAILA.N.G  
DEPUTY CHIEF ENGINEER  
CHAIRPERSON

Forwarded

*Sd/-*

CHAIRPERSON  
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.21/2024/185

Dated :03/07/2024

Delivered to:

1. Sri. Mohammed Haneef, Haleema Bhavan, Pada - North, Karunagappally.
2. The Assistant Executive Engineer, Electrical Sub Division, Oachira K.S.E. Board Ltd,
3. The Assistant Engineer, Electrical Section, Karunagappally North.

Copy to:-

1. The Secretary, KSERC, KPFC Bhavanam, Vellayambalam, Thiruvananthapuram.
2. The Deputy Chief Engineer, Electrical Circle, Kollam.
3. The Executive Engineer, Electrical Division, Karunagappally.

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